CA Responses to PNCO Follow-up Questions

LICENSE

Q1.   Please describe in specific detail the nature of your licensing arrangement for each of your products included in the proposal and any limitations you may place on their use. Specifically, address our ability to access the source code to make modifications. It is the desire of the Division that the judicial and clerk community will be able to access these tools without <u>limitation</u>. We prefer to obtain an enterprise license that is not based on individual users or the number or size of servers.

All terms and conditions will be made part of our proposed License Agreement. Source code will be made available for only the Core CMS module.

Q2.   CA -- It is our understanding that the Division will not be charged ANY on-going fees until the entire project is completed in 2005.

Maintenance is included until March 2005, after which time maintenance will be charged. Please refer to price worksheet (or addendum).

Q3.   CA – If newer versions of your products are released prior to the conclusion of the project will the Division receive those updates at no additional cost?

Yes.

MODIFICATIONS

Q4.   CA -- As you know, your proposal includes several different products. The Division is concerned about the on-going cost of these products after the project is complete. What assurances can you provide the Division that the cost of these tools will be reasonably priced? Would you be willing to provide us with a discount for as long as we use them? Or, would you be willing to allow the Division to receive the same rate as the Federal government?

We will make available the cost for year four which is based on our standard maintenance price for the products at today's prices and a percentage "cap" over which maintenance will not increase. You will not need to "repurchase" any of these products. Typically, maintenance is based on 18-20% of the prevailing list price of the product. Specific terms and conditions are negotiable.

Q5.   CA -- It is our understanding that the Division will not be charged for ANY reasonable modifications for the life of the project. This seems too good to be true. Please confirm.

Our proposal is for a specific statement of work that reflects our PNCO response. It is our intention to deliver what we have defined in that SOW without additional cost. If you add products, functionality, etc. or extend

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the scope of the project, then additional costs will be presented for your approval before work is agreed upon and performed.

Q6.   CA -- Since you are proposing a true partnership, can you provide to us access to your employees/consultants at a discount far below market rates?

We commonly provide discounts for our consultants based on total number of hours per year a client is committed to from CA. We believe we have provided extreme value to start this partnership and you can expect CA to continue to add the value to make the partnership of equal value to both entities. Any out-of-scope work will be at the blended rate of $150.00 per hour and this rate will be extended through the life of the agreed Statement of Work.

Consultant Expense Allowance

Q7.   CA -- It is our understanding that the Division will not be charged for ANY costs associated with living and travel expenses of your employees/consultants. Please confirm.

Yes.

Content Management System

Q8.   CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Content Management System product, to suit the needs of the project, at no additional cost. Once the project is completed, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

Yes.

Q9.   CA -- It is our understanding that your content management solution may not work in a centralized model unless we have enormous bandwidth (which we do not.) What is your solution to solve this problem? If your answer is to have distributed content management servers located at the counties, are you willing to provide us with an enterprise license of your product at the same cost as the centralized server since your solution will not work otherwise?

Bandwidth involves, Disk, System, Databases, Applications and Networks all need to be configured for maximum performance. Details of your requirements, volume, and network bandwidth are not known, so the best configuration cannot be defined at this point. Our solution is based on a centralized ECM system and should perform satisfactorily for Microsoft Office objects if remote sites connect to the central server at T1 data rate or higher. High volume imaging of documents could be addressed through the use of staging servers to hold scanned images until they were "swept" into the central ECM repository, but this approach would not require additional ECM licenses.

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Accounting/ Financial Package

Q10.   CA -- It is our understanding that you are prepared to modify your Masterpiece product to suit the needs of the judiciary and clerk's offices at no additional cost. Once the project is completed, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

Yes.

Q11.   CA -- It is not clear if you are providing us access to ALL the Masterpiece modules. If not, please consider including the other modules. Even though we may not have an immediate need, we would like to anticipate future growth.

Modules of the Masterpiece / Net Product Suite are listed and described below. Modules marked with a leading ** are included in our response.

** General Ledger – *completely manage your entire accounting system*
- handles high volume accounting, budget, and allocation processing
- handles multi-company, global enterprises
- integrated, multi-hierarchical account structure
- view data from a very high level (e.g., Total Revenue for 2000)
- multiple budgeting methods and reporting capabilities

** Accounts Payable – *total payables management to control cash and expenses*
- flexible processing and rapid reporting
- customizable to meet specific business needs
- detailed and summary information on all payable activity
- multi-company, multi-bank, and multinational handling
- flexible payment processing, advance tracking and invoice registration

** Accounts Receivable – *increase cash flow and take control of accounts*
- comprehensive debt and credit management
- increase your cash flow and reduce delinquency
- accurate and timely production of invoices and statements
- templates that can be tailored for invoicing and statements
- autocash facilities to streamline cash application integration processing

Purchasing – *efficiently manage your entire procurement cycle*
- provides tracking and control of purchasing from requisition to payment
- integration with Inventory Control, Fund Accounting and Fixed Assets

Fixed Assets – *accurately report, track, control, and utilize all assets*
- internal and external asset accounting and property control
- unlimited depreciation books
- user-defined depreciation methods
- full integration with Purchasing and Accounts Payable

Job Cost – *take control of your projects – from beginning to end*
- track amounts in a hierarchical fashion
- Supports project management including project resource planning and progress tracking
- plan and record costs in the Work Breakdown Structure (WBS)
- fast, accurate summary and detailed inquiry and reporting

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- capital projects can be capitalized within Fixed Assets as required

Draft Services – *create negotiable instruments from Accounts Receivable*
- increase credit management productivity
- reduce customer risk and optimize cash management
- facilitate global relationships with suppliers and buyers

Fund Accounting – *total expenditure control*
- meets the requirements of commitment accounting; full encumbrance processing
- facilitates stringent budgetary control

Inventory Control – *effective inventory management*
- monitor finished goods in multi-location environments
- supports several costing methods
- time saving automated processes
- large number of analytical inquiries and reports
- integrates seamlessly with other modules

Labor Distribution – *control and report on labor costs and allocations*
- automates accounting for labor costs, including project costing
- works with General Ledger, Job Cost and CAHRISMA™ Payroll
- maintains employee information in a chronological database
- automated access to employee timesheets and information
- eliminate time-consuming, manual inquiries and calculations

Business Communications Facility (BCF) – *share data across the Internet*
- prepare, distribute and comment on business information from Masterpiece/Net
- view, modify and distribute reports in virtually any format
- includes **SmartVision™** – view, print, share, add notes and attach files to any Masterpiece/Net report
- includes **SmartLink™** – download on-line data in real time to Microsoft Excel spreadsheets, manipulate it and then upload it back to the host

Business Process Flow (BPF) – *automate the workflow of your organization*
- automate the flow of tasks using advanced business process controls
- streamline tasks, monitor and control workflows and guide staff
- define workflows that meet the specific needs of your organization
- view workflow progress and change the status or assignment of tasks
- view and sort tasks assigned to you and add document attachments

Masterpiece/Net HRMS – *a totally scalable HR management system*
- Human Resources/Personnel
- Payroll
- Benefits administration
- Employee Self Service

Masterpiece/Net's extensive customization capabilities including multiple standard templates and reports. Its comprehensive security protects the integrity of sensitive information. Masterpiece/Net HRMS also lets users perform Employee Maintenance, Payroll Data Entry and Maintenance, basic table set-up, and Benefits Maintenance either using a Web browser, or in batch mode. And it simplifies technological complexity by being platform independent and able to run on multiple databases.

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Q12. CA -- Would it be possible to modify Masterpiece to enable for online payment of clerk/court fees, including traffic tickets? If so, is this included in your fixed price? If not, what would be the cost?

CA recommends this be addressed through a third party with a data feed to CMS/Masterpiece.

Web / Internet Portal

Q13. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Clever Path Portal product, to suit the needs of the project, including wireless, at no additional cost. Once the project is completed, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

Yes. The Portal is wireless ready "out of the box" and the license is perpetual. Obviously, certain types of content are not suitable for wireless delivery.

Collaboration Software

Q14. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Clever Path Portal product, to suit the needs of the project, at no additional cost. Once the project is complete it is our understanding that we will have a perpetual license to continue using the product. Please confirm. Further, it is our understanding that this product will allow us to build virtual communities and workgroups.

Yes.

LDAP Software

Q15. CA -- It is our understanding that you are prepared to integrate your solution with LDAP Software. Please confirm. It is not clear to us if the CA solution already includes LDAP functionality.

Our solution is LDAP aware, however it does not currently include LDAP server software. CA Services has significant expertise in this area and would be pleased to assist the Division develop its LDAP architecture under an appropriate change control document.

Listserv Software

Q16. CA -- It is our understanding that you are prepared to integrate your solution with Listserv Software. Please confirm. It is not clear to us if the CA solution already includes listserv functionality.

CA does not have Listserv products, but we will integrate with a web enabled or email based listserv service. CleverPath Portal includes "out of the box" support for threaded discussions.

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E-mail Software

Q17. CA -- It is our understanding that you are prepared to integrate your solution with our e-mail software. Please confirm.

> **Yes, CMS will integrate with any MAPI-compliant e-mail system. CMS' Event Manager supports Microsoft's Exchange calendar and ticklers.**

Network and Systems Management

Q18. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Unicenter Network and Systems Management product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

> **Yes. (8 servers)**

Database Performance Monitoring

Q19. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Unicenter Database Performance Monitoring product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

> **Yes. (Unicenter Oracle (4) & SQL (3) Agents)**

Change and Configuration Management

Q20. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project, your AllFusion CCC/Harvest product, to suit the needs of the project, at no additional cost. Once the project is complete it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

> **Yes. (5 seats)**

Datamodeling Tools

Q21. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project, your AllFusion Erwin product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

> **Yes. (3 seats)**

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Cross Entity Data Transformation

Q22. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Advantage Data Transformer product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

Yes, the product is included and provided under perpetual license. No implementation or operation of this product has been defined.

Report Generation Tools

Q23. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Clever Path Reporter product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm. It is also our understanding that the Division will be required to create/design any reports we desire.

Yes.

Bi-Directional Integration and Connectivity Tools

Q24. CA -- It is our understanding that you are prepared to implement and operate (with the help of Division staff) for the life of the project your Advantage EDBC and Jasmine Integration Server product, to suit the needs of the project, at no additional cost. Once the project is complete, it is our understanding that we will have a perpetual license to continue using the product. Please confirm.

EDBC integration for IMS, IDMS (on one 650Mip Mainframe) and OLE/DB data sources is included in our response. EDBC is a mainframe software product and *does not carry* a perpetual license. If you stop maintenance; you no longer have the right to use the EDBC software.

Q25. CA -- It is also our understanding that you will provide real time Bi-Directional connectivity to the ISP, BMV, DOC, FSSA, Proslink, Quest, and Justice databases at no additional cost as long as our requirements are reasonable.

Yes, providing these systems can be accessed by industry standard interfaces, such as, OLE/DB, COM, Corba, XML, CICS, 3270, or 5250 transactions and the interface can be accommodated with single directional inquiries. Complex "screen scraping" interfaces may require additional time to implement under a mutually agreed change control document.

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Assets Management

Q26. CA -- It is not clear to us if you are including in your proposal your Unicenter Assets Management product. If not, please consider including it or pricing it separately. The Division does not want to get itself into a situation during the course of the project that we are asked to purchase additional CA products. In other words, if we need these tools, we want to know that upfront and know the cost!

To properly scope and provide an accurate cost we need to know the following:

- **Number of desktops upon which you would want our Asset Management solution installed?**

- **Number of servers upon which you would want our Asset Management solution installed?**

Pricing is as follows:

- **$65 list license fee per desktop. 25% – discount will be applied for any quantity purchases of 1000 or more during the 3-year implementation period.**

- **Maintenance is 20% of total list price.**

- **Servers: Pricing is dependant upon the size of the server. To determine server pricing, we need to know the following: manufacturer, model, CPU Mhz rating, and the number of processors per server.**

Helpdesk Support

Q27. CA -- It is not clear to us if you are including in your proposal your Unicenter Help Desk product. If not, please consider including it or pricing it separately. The Division does not want to get itself into a situation during the course of the project that we are asked to purchase additional CA products. In other words, if we need these tools, we want to know that upfront and know the cost. This seems to be a huge omission in your proposal. =

CA will implement and operate our Service Desk for use by the project over the course of its execution. Post deployment, the Division may choose to purchase Service Desk for its continued use at the rates noted below.

In order to give accurate pricing for our Help Desk Solution, Unicenter Service Desk, we need to know the following:

- **Number of Analysts (these are normally dedicated Help Desk Analysts or technical support personnel) that would use the Service Desk Solution.**

Pricing is as follows:

- **$3,000 (list) per Concurrent Analyst: Minimum of 10 Concurrent Analyst license needs to be purchased. 25% – discount will be applied for purchases during the 3-year implementation period.**

- **Maintenance is 20% of total list price.**

Remote Control Access

Q28. CA -- It is not clear to us if you are including in your proposal your Unicenter Remote Control Access product. If not, please consider including it or pricing it separately. The Division does not want to get itself into a situation during the course of the project that we are asked to purchase additional CA products. In other words, if we need these tools, we want to know that upfront and know the cost.

In order to give accurate pricing for our Remote Control solution, Unicenter Remote Control, we need to know the following:

- **Number of desktops and servers that would need to be able to be Remote Controlled.**

Pricing is as follows:

- **$60.00 per device (desktop and server), list price. 25% discount will be applied for any quantity purchases of 1000 devices or more during the 3-year implementation period.**

- **Maintenance is 20% to total list price.**

Anti-virus Software

Q29. CA-- It is not clear to us if you are including in your proposal your Anti-Virus product. If not, please consider including it or pricing it separately. The Division does not want to get itself into a situation during the course of the project that we are asked to purchase additional CA products. In other words, if we need these tools, we want to know that upfront and know the cost.

In order to give accurate pricing for our award winning anti-virus software, InoculateIT, we would need to know the following:

- **Number of nodes (desktops and servers)**

- **Do you use Microsoft Exchange or Lotus Notes? If so how many servers run this application?**

- **$40 per node, list price.   25% – discount will be applied for any quantity purchases of 1000 nodes or more during the 3-year implementation period.**

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- **Maintenance is 20% of total list price.**

Hardware/Tools

Q30. CA -- Please describe the nature of and cost of the required servers to implement your solution. Please keep in mind that if the Division decides to implement a centralized model that redundancy must be included.

Please see attached preliminary CMS Architecture Diagram for a list of proposed servers. CA is not a hardware vendor and believes the Division likely has access to significantly lower hardware pricing than is available to CA. Nevertheless, hardware costing will be provided under separate cover in a draft hardware cost estimate document. To stay within the licensed tier rating, we will work with you on the specific model for the manufacturer of your choosing.

Conversion of Legacy Data

Q31. CA -- Your proposal states that conversion of Legacy Data is not included. However, it is our understanding that you will provide data maps to facilitate data conversion as part of the fixed price. Can you provide us with a price on data conversion, i.e., per hour charge?

Yes, data maps will be provided of the core CMS system in ERwin. Any out-of-scope work will be at the blended rate of $150.00 per hour and this rate will be extended through the life of the agreed Statement of Work.

Best Practices Consulting

Q32. CA -- Prior to implementing any CMS it is a good idea to review current practices to avoid automating inefficient practices. Does your gap analysis include for Marion County this type of consulting?

Yes.

Project Oversight Review

Q33. CA -- By any measure, the magnitude of this project is daunting for the Division. Do you think it would be helpful to bring in a third party, such as the Gartner Group, to make sure the project stays on track and that the terms of the contract are followed?

If you would like to consider a neutral party – we may suggest the National Center of State Courts or GovConnect as a potential third party project oversight provider. We suggest that a major contribution to the project by such a provider would be to take on the Project's software quality assurance tasks.

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Training

Q34. CA -- It appears from your proposal that the training regimen is something that will be built as we go. What assurances can we have that this will be sufficient for our needs? It should be noted that the Division strongly believes that proper training (upfront and ongoing) is at the cornerstone of any successful implementation.

The majority of our solution is based on standard generally available CA products, which are being configured for your specific use. Therefore, standard educational offerings available now can be utilized for your purposes. Specific training for the core CMS solution will be customized for your specific requirement and in the media of your choice.   Knowledge transfer will also be the result of working with the Division Staff members throughout the project.

Documentation

Q35. CA -- Knowledge transfer is absolutely a must for any successful implementation. What assurances can you provide that items will be documented?

CA suggests Q35 be addressed via a specific milestone payment associated with deliverables for CMS User and System Administrative documentation and associated online help files.

Network / Connectivity

Q36. CA -- Your proposal states as an assumption that all the courts are on a common intranet. At great cost to the Division this can be accomplished via Intelenet. Can you provide any alternatives to the Division? For example, could we use local ISPs and a VPN solution or a Citrix solution?

Use of local ISP's and a VPN solution is technically possible and also viable. Citrix is viable as a solution for smaller jurisdictions but does not scale appropriately for a statewide solution.

Office Space

Q37. CA -- Please describe the size and type of office space needed for your project staff that the Division will provide?

CA requests three office cubes in your facility with standard office equipment, i.e., desk, phone, Internet connection, and access to copying equipment. To minimize impact upon State office space, all other project staff will be housed at CA's local office. As we discussed, CA has office space remaining on the 3rd floor of our current location that we may be able to offer in a sublease arrangement. We are looking into the details now, but looks favorable and this space has furnishings.

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Q38. CA -- Please comment on the flurry of negative articles in the press in the past few weeks about CA such as <u>Business Week</u>, February 25, 2002, *Computer Associates: A Long Climb out of a Deep Rut*.

Please refer to attached letter from our CEO, Sanjay Kumar.

References

Q39. Please provide two to three references for the following:

In order to respect the privacy of our reference clients, we have agreed to keep their contact information private. This is a courtesy we provide all references and hope you understand. In the event that you would like to speak to a reference, your Sales Executive can contact our reference program and schedule whatever you need. Thank you for your understanding.

CMS

- **Twentieth Judicial Circuit (Florida)**
- **State of Connecticut Judicial Branch (Protective Order Module)**

Large IT Rollouts

- **ABN Amro**
- **FEDEX**
- **WalMart**
- **JP Morgan**

Project Managers

- **Twentieth Judicial Circuit (Florida)**
- **State of Connecticut Judicial Branch (Protective Order Module)**
- **New Jersey State Police**
- **3rd Judicial District Court, (Topeka, KS)**
- **Quintiles international**
- **Rabobank International**
- **Societe Generale**

Fixed Price Engagements

- **State of Connecticut Judicial Branch**

Masterpiece

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- **Fiat**
- **Manitoba Housing Authority**
- **Steak & Shake**
- **Abbot Laboratories**

Value-added Components

- **Harvest – Health Alliance Plan, New York Mercantile Exchange**
- **CleverPath Portal – Acme Truck Lines, BES Mass Interaction, Goodyear, Fedex**
- **Enterprise Content Management – Oxford University – UK, Siemens Business Services – GER, Herriot Watt**
- **CleverPath Reporter – Fedex, General Cable**
- **Decision Base Transformer – General Cable, Maritime Telephone & Telecom**
- **Erwin – Amway, Brigham Young University**
- **EDBC – Dana**
- **Unicenter Network and Systems Management – Checkfree, Convergys**
- **Database Performance Monitoring Option (option of NSM 3.0) – Checkfree, Convergys, IT Resources**
- **Host Integration Suite – Humana, Blue Bird Truck Body**

Q40. CA – Please describe any and all lawsuits, concerning the products you are proposing, filed against your company within the last 7 years.

Please refer to our Annual Report for a listing of all material litigation matters.

Q41. CA -- While the PNCO focused on electronic notification, please explain how a post card or paper notification would work with your software.

Besides electronic notification, the CMS product supports the generation of paper notices. The paper notifications can be printed from within the CMS or a file can be generated to send for hi-speed output and bursting.

Q42. CA -- How does your CMS handle Lis Pendens?

If the Division would provide a reference to Indiana statute or Court Rule describing this process, CA would be pleased to provide more detail in this response. CMS' Financial Module does support creation of an escrow account.

Q43. CA -- Will the system generate a case number based on a random but equal (within a certain number of cases) criteria? What about override capability?

The CMS can generate the case number based on any criteria that can be quantified by the Division. If this needs to be overridden, there is currently a CMS task that allows for the correction of the case number.

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Q44. CA -- Where is there an installation of your Civil CMS? Where is there an installation of your Criminal CMS?

Civil modules for Domestic Violence and Mental Health are in use in the 20ᵗʰ Judicial Circuit of Florida. Civil Action and Probate cases are new modules. Criminal is installed in the 20ᵗʰ Judicial Circuit in Florida.

Q45. CA -- How do you handle tax warrants, small claims judgments and foreign judgments?

We now have defined events for small claims judgments. We have not yet defined events and documents for tax warrants and foreign judgments, although we expect to handle this through our standard CMS configuration process.

Q46. CA -- How often do you release upgrades?

Bug releases are done monthly and major releases are done annually. The next major release is scheduled for August 2002.

Q47. CA -- Will the system assign a case to a Court or Judge based on a random but equal (within a certain number of cases) criteria? What about override capability?

The CMS currently has the ability to assign cases to Judges and Attorneys based on specific criteria. The system only requires a configuration change to change to this assignment criteria

Q48. CA -- When parts of the case are confidential such as a social security number, how does your program limit access?

Access can be limited through the use of security profiles. Through the use of profiles, user access can be restricted to view or hide individual elements of the form.

Q49. CA – When necessary to expunge a record or part of it, how does your program allow for this and redacting?

When a record is required to be expunged, the system will delete the record from the database. The audit table will keep track of the deletion to ensure that only proper information has been expunged. Redacting is currently not handled.

Q50. CA – If files are both imaged and stored on microfilm, how ill your program flag the record so that the microfilm can also be redacted.

Through the use of the events, an event can be created at the time the microfilm is created for the case. When information is to be redacted, the user can check the event for the location and position on the microfilm.

Q51. CA -- How are court orders distributed once they are produced?

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Court orders can either be printed or routed via email once they are produced.

Q52. CA -- How do you handle electronic payments?

Please see our response to Q12, above.

Q53. CA -- When will the accounting functions not currently available be apart of your software?

CMS integration with Masterpiece will be available as of deployment to the first pilot site.

Q54. CA -- What is the audit trail for document management and storage tracking?

CA's ECM product provides "check-in/check-out facility for objects under management. We are unsure what is meant by "storage tracking," although the database monitoring software provided in our response tracks database size.

Q55. CA -- How do you handle digital signatures?

CA offers eTrust technology through its PKI suite. LDAP is used to store individual certificates, although specific integration needs will need to be discussed.

Q56. CA -- Does your CMS system include a module to handle adoptions? What is the security for that module?

CMS does not at present handle adoptions. Our approach would be to handle this case type and its associated events as part of our standard CMS configuration process. CMS' standard security functions could be used to restrict access to these cases.

Q57. CA -- In probate cases do you track estate claims, wills, bonds, and other items pertinent only to this area?

Yes, These items are tracked as part of probate cases. As part of the configuration, CA will perform a gap analysis to determine if additional information is required.

Q58. CA -- What assurances can you provide the Division that your fixed pricing will NOT result in CA cutting corners and/or disagreements over what is and what is not included in the agreement?

CA fixed price contracts link payments to achievement of set milestones. Since you, as the Client, must confirm in writing a milestone has been achieved before CA may raise an invoice, "cutting corners" merely results in non-acceptance of the milestone and delay in receipt of payments – all of which *increases* CA costs. CA's SOW's are developed collaboratively with

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our Clients. This process aids in the development of mutual understanding of requirements and aspirations.

Q59. CA – Although the Division appreciates your proposed aggressive rollout timeframe, the Division has concerns that it may not be able to install a system every two weeks. What flexibility can you afford the Division insofar as not keeping pace with the proposed rollout timeframe? In other words, will the cost to the Division increase if the project is delayed?

In general, costs will not increase, but the project duration will be elongated. CA reserves the right to raise an appropriate change control document if a given county repeatedly fails to conform to an agreed deployment schedule.

Q60. CA-- It is not clear to us what "premium support" means. Please explain. Include specific examples of the types of issues that could be resolved, and will not be resolved, by this support. Is this premium support mandatory and what will be the cost?

Premium Support is CA's premier support offering. Premium Support is designed for Clients who require support by a dedicated support team in complex or challenging environments. Costs of premium support are included in the contract price for the initial three years. Premium support is not mandatory. The premium support proposed is designed to supply Level 2 support to a CMS customer, i.e., it provides a technical backup to a Client's Level 1 help desk staff. For example, a call might come into the State's help desk concerning use of the CMS' reporting feature. If the Level 1 person was unable to answer the question, she/he could escalate the call to the premium support center. The PSC staff person assigned to the Division's project would review the question and either answer it or engage a CMS developer to answer the question. In order to provide this level of support, CA must have access to all source used in the supported application.

Q61. CA -- Your proposal indicates that we will only be able to provide "premium support" if we provide CA with the source code for modifications. If Indiana improves the CMS after the project is complete AND CA wants to incorporate that modification into its base product, will Indiana be compensated for that? If Indiana initiates a sale to another jurisdiction, will Indiana be compensated?

CA incorporates source code modifications made by Clients into its code base in order to provide a consistent source baseline to all its customers and to provide support at all levels of service. Clients are not compensated for source provided to the PSC. If the Division executes CA's standard reseller agreement, the answer is yes - the Division will be compensated. Alternate arrangements may be negotiated at an appropriate level between CA and the Division.

Q62. CA -- It is clear to us that CA wants to showcase the CMS implementation in an effort to sale the product to other states. What is the expectation of CA for

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Indiana in this regard? What kind of time and resources will this entail? Will travel be involved? Will Indiana be compensated?

CA certainly would like the Division to be a showcase and reference site for our technology. As a participant in CA's Reference Program, Clients are typically asked to speak at selected CA events, respond to pre-scheduled customer reference calls on a frequency mutually agreed between the Division and CA, and be available to speak with press and analysts. With your approval, we would like to reference this project in press releases and other CA marketing materials. Compensation is often provided.

Q63. CA -- Item nine of your timeline, "Installation of Baseline Development System" seems to indicate that we would need servers the first three weeks of the project. This seems very early in the process. Please explain.

Our usual CMS deployment approach is to establish an appropriate development environment early in the Project. While not essential, we believe the earlier the Division's technical team begins work with us and our technology, the better.

Q64. CA -- On page 20 of your proposal under section 2.9.5 you state that the data warehouse database instance will be used for "most" of our reporting needs. What reports would not be created from this database?

We envision the data warehouse database is a near real-time replica of the <u>production</u> database. Accordingly, it will be sufficient for all reporting requirements except for those instances when it is crucial that the results of a query reflect a "real time" view of the database.

Q65. CA -- On page 21 of your proposal under 2.10 you discuss the future of your CMS. To what extent will these items be developed during this project? Will we have access to those at no cost?

Movement of the civil application logic from stored procedures and XML integration will appear in the CMS solution over the course of the project. These will be made available to the Division at no additional cost if the Division is current on maintenance. Indeed, future enhancements will always be available to the Division as long as the system is under a current maintenance.

Q66. CA -- It appears that your system integrates with Microsoft Outlook; will it integrate with other systems such as Lotus Notes or Group Wise? Moreover, will it integrate with non-CMS users calendaring systems? For example, could an attorney that uses Outlook but is not on the CMS be sent updates from our calendaring system to his calendaring system?

CMS integrates with any MAPI compliant mail client. CMS events can be e-mailed to Outlook users with calendars on other systems.

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Q67. CA -- Is the calendar integration with Microsoft Outlook bi-directional? In other words, if a person makes a change in Outlook will that be reflected in the CMS?

Calendar integration is unidirectional. Changes made to a user's Outlook calendar are not propagated to CMS.

Q68. CA -- It is not clear to the Division if your CMS includes an appellate component? If it does not, would you be willing to work with the Division to build an appellate CMS as a module to your system? (This would be a good source of income for CA in the future.)

CA considers CMS a trial court management system. That said, CMS does support appellate cases and associated events and case roles, as well as specification and assignment of Judge Banc's "out of the box." It does not now contain workflow procedures for tracking development of briefs by judges and Appeals Court legal staff. We would be pleased to work with the Division on such an initiative under an appropriate change control document.

Q69. CA -- For the reports that are created in the CMS such as the ones on page 36 of your proposal, will it be an easy process to make those available to the public via the CleverPath Portal?

Yes, although planning for this deployment must consider several security issues.

Q70. CA -- You responded NO to both 1.0.4 and 1.0.5. Please explain your intentions for the future on this point. As an alternative, could your product work with a Citrix product such as Citrix Net Fuse?

CA intends to migrate all portions of the existing CMS application to the web over a series of releases. Our vision is to implement much of the system as a collection of web services. Our CMS solution will work with Citrix, however we have significant concerns as to the scalability of such an architecture.

Q71. CA -- You responded NO to 1.0.11.8 regarding a jury management module. Would you be willing to work with the Division to create such a module so that you could market that product elsewhere? (This would be a good source of income for CA in the future.)

Yes, CA would be pleased to work with the Division on such an initiative under an appropriate change control document.

Q72. CA -- You answered NO to several items in table 2.3. Are you willing to adjust your system to include these items?

Yes.

Q73. CA -- Please explain your answer to 3.5.5. It is our understanding that with a combination of your CMS, CleverPath Portal, and your document management system that we could implement an efiling component.

We agree. We responded with a No because we do not have a current Quest or ProsLink interface.

Q74. CA -- Your response to 4.2.2 and 4.2.3 seem inconsistent with 4.3.8. Please explain.

You are correct, 4.3.8 should have been answered No.

Q75. CA -- Please explain your answer to 6.2.2. This would seem to be a fairly rudimentary process that could be done via your CMS, CleverPath Portal, or even a dedicated Microsoft Outlook Calendar.

We agree. We responded with a No because we do not have a current CMS videotext interface. CA has implemented these interfaces in other solutions and will do so for CMS without additional charge.

Q76. CA -- Please explain your answers to 7.1.8 and 7.1.10. Your response seems inconsistent with the messaging and event capability of your CMS.

We cannot guarantee electronic delivery of orders to outside parties, since the e-mail address cannot be verified using exchange. Delivery is possible, but guaranteed delivery would require development of a procedure to monitor e-mail delivery notifications, which are not yet consistently implemented in mail server software. In other word, notification is possible, but not the monitoring of receipts. The CMS directory will support setting a default notification method.

Q77. CA --Why couldn't we use your document management tool for the items in table 14.5?

We could, although document management is only a portion of an entire evidence management solution. CA would be pleased to work with the Division to explore development of an appropriate evidence management solution under an appropriate change control document.

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